Deaconess Hospital

Pulse

New England Deaconess Hospital
185 Pilgrim Road
Boston, Massachusetts 02215

June 1989

MacLure to retire as Deaconess president

Laurens MacLure will retire later this year after 14 years as president and chief executive officer of the Deaconess Hospital and its parent company, NEDH Corp. His involvement with the Deaconess began in the mid-1950s, when he became a member of the corporation; and he held a number of voluntary positions in the hospital's governance before accepting the top management position in 1975. He is a graduate of Harvard College and attended Harvard Business School. MacLure recently was interviewed regarding his years at the hospital and his thoughts about its future.

There have been tremendous changes at the Deaconess over the past 14 years. I suppose the biggest change has been in the financing. We've gone from cost-based reimbursement—in which our income for caring for patients was based on our actual costs—to today's combination of DRGs [diagnosis-related groups] for Medicare patients and various ceilings and caps on our other revenue. The financial risks of providing patient care have been shifted from the payers—Blue Cross, insurance companies, and the government—to the payees, the hospitals.

Pulse deadlines

Deadlines for *Pulse* submissions for coming issues are as follows:

July/August issue — **June 14**

September issue — **August 19**

Please send all submissions to Public Relations, Harris Hall 2, 2-8046.

The other big difference relates to our medical staff. We've changed from primarily an independent staff, along with physicians from the Lahey and Joslin clinics, to a growing full-time, salaried staff, employed by the hospital. This has been accompanied by the enhancement of our academic activities—teaching and research—and the formal relationship with Harvard Medical School as a full teaching hospital.

But there are several things that have not changed. Certainly one of the most important—and this is constantly confirmed by letters I receive from patients—is our traditional allegiance to high-quality patient care. It starts with the nurses, but it extends to everyone here. Patients tell me about the dietitian, the building service aide, the lab tech, or radiology tech—a surprisingly wide range of employees—who was so nice to them and made their stay more pleasant. And I think it's very important that the Deaconess continue to emphasize this patient-centered concern among all employees.

In looking toward the future, the Deaconess is facing many challenges. One of the big ones is a relatively new word in health care—marketing. It's going to be important for my successor to work with the department chairmen and section chiefs to selectively identify and market both existing and new services.

A related concept that I think is very important is developing innovative shared programs with other hospitals, particularly our neighbors in the Longwood area. The Joint Center for Radiation Therapy, which has been around since 1968, is a very successful example. Our Boston Center for Liver Transplantation is a different sort of joint program—a sharing of skill and experience, rather than facilities. And another is the new surgicenter we're setting up with the Baptist and Pilgrim Health Care. I think cooperative ventures that are to the mutual advantage of all participants will increase. They are a creative way for hospitals to deal with the limitations on our resources.

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"I think the Deaconess is the best hospital in Boston . . . and Deaconess people are wonderful."—Laurens MacLure

Graduates honored at final School of Nursing commencement

A festive group of family members, alumnae, faculty, and well-wishers filled the auditorium of Temple Israel to celebrate the 91st and last graduation of the New England Deaconess School of Nursing on May 11.

"You have the knowledge, elan, and stamina to take nursing into the 21st century," said Barbara B. Hooker, R.N., director of the school, to the 27 students who received diplomas at the ceremony. Further, she said, "You are a relay station to what nursing is to become; you are a spokesperson to keep Deaconess School of Nursing ideals in the mainstream, to maintain the humane leadership for which the Deaconess is known . . . yours is the pursuit of excellence and caring which is the foundation of Deaconess nursing."

"Yours is the pursuit of excellence and caring which is the foundation of Deaconess nursing." —Barbara B. Hooker, R.N.

Other congratulatory words were given by Blake Cady, M.D., chief of surgical oncology, who was selected by the senior class to represent the medical staff. Laurens MacLure, president, encouraged the graduating class to carry on with pride the enthusiasm, professionalism, and lofty traditions of the School of Nursing.

On behalf of the trustees, Colby Hewitt, chairman of the board, assured the group that trustees understand and value the unique contributions of nurses. In view of the changing nature of the profession, he urged the graduates to stay in nursing and keep at it.

Featured speaker Harold Kushner, rabbi of Temple Israel in Natick and author of *When Bad Things Happen to Good People* and *When All You've Ever Wanted Isn't Enough*, spoke of the rigors and rewards of the nursing profession and the importance of a nurse's role in the healing process. He also thanked the class in advance, on behalf of a world that is starving for compassion and kindness.

Other highlights of the ceremony were a message from the graduating class delivered by Susan G. Moores;

Graduate Laurie Houston receives her Deaconess pin from Susan Koegler, third level chairman, at the Baccalaureate and Pinning ceremony.

choral selections by the Alumnae/Student Choir; a salute to the SON's compassionate care from Mary-Eliza McDaniel, president of the Friends of the Deaconess; and the awarding of a $1,000 Alumnae Association scholarship to Susan L. Givens.

In addition, MacLure announced a $50,000 gift to the hospital from the Alumnae Association for the education and enrichment of nurses. A citation from the board of trustees also was read and presented to Barbara Hooker to honor her outstanding leadership and to express appreciation and thanks for her devoted service.

Service Awards

Congratulations to the following employees who celebrate their service anniversaries in June:

20 years

Anne Gleason, R.N., Nursing

15 years

Charles Arkin, M.D., Pathology
Karen Dost, R.N., Nursing
Jean Lloyd, Quality Assurance
Neil Lynch, Building Services
Wilma Moses, R.N., Nursing
Carol Sklar, Pathology

10 years

Michelle Banda, R.N., Nursing
Jane Beaulieu, R.N., Nursing
Janis Donlon, R.N., Nursing
Jane Frasca, R.N., Nursing
Valarie Gruber, R.N., Nursing
Diane Kneer, R.N., Nursing
Anne Leonard, Deaconess Home Health Care
Helene Leonard, R.N., Nursing
Julia Lombardi, R.N., Nursing
Susan Marchand, Nursing
Janet Means, Pathology
Leslie Mitchell, Dietetics
Adele Pistorino, Pathology
Katherine Taylor, R.N., Nursing
Sally Todd, Pathology
John Voltolini, Pathology
Cheryl Williams, R.N., Nursing

5 years

Daniel Bazinet, Engineering and Maintenance
Stacy Bell, Hyperalimentation
Susan Bergstrom, R.N., Nursing
Kevin Hannon, R.N., Nursing
Susan Jackel, Physician Financial Service
Ann Lees, M.D., Research
Beverly Marotto, Pathology
Robin Menard, Nursing
Carl O'Donnell, Ph.D., Pulmonary Function Lab
Cathleen Purcell, R.N., Nursing

(This list was provided by Human Resources.)

Telecommunications advises employees: think before you call

"During this time of hospital-wide budget tightening, it is important that Deaconess employees keep an eye out for ways to save money, and the telephones are a good place to start," says Sandra Sullivan, project coordinator responsible for telecommunications. In recent years, constant monitoring of telephone services and use of advanced technology have reduced the cost for individual calls. However, overall expenses for telecommunications have risen significantly—30 percent during the past four years—reflecting an increasing number of calls placed.

The telecommunications usage budget—including basic calling charges, directory assistance, operator service, and the fixed monthly rental costs for the hospital's approximately 1,700 Centrex lines—has been targeted for cost savings. "While MASCO continuously monitors the Centrex network, comprised of several vendors, to ensure that we achieve the best service at the least cost," says Sullivan, "usage has increased significantly over the past four years."

Costs currently total about $110,000 per month. This increase in cost, in spite of an actual decrease in per-message-unit charges, is due to greater dependence on telephones for business purposes—including the use of fax machines, computer modems, and point-of-sale devices (similar to credit card approval machines) used in Admitting for Medicare patients. For example, long distance expenses have increased 65 percent while the cost-per-minute has decreased 24 percent.

Another problem is phone abuse—that is, the making of unnecessary personal calls. Not only do personal calls cost the hospital in phone charges, they also keep employees away from their work. Employees should use pay phones for personal calls whenever possible. Those who use office phones for such purpose should identify their calls on the itemized monthly phone bills and reimburse the hospital. Another way employees can help is using the tie lines that permit free calls to many area medical institutions (see list of tie lines below).

Moving and equipment costs—including new equipment, labor, and installations—have exhibited the greatest fluctuation and inconsistency, with expenses increasing 234 percent during the past four years. Although many equipment changes are necessary, a large number are made for convenience or appearance. In the future, large projects will be channeled through a renovation/space committee that will evaluate and seek low-cost, high-quality solutions to equipment requests.

Other hospital attempts to save money on telecommunications include researching unidentified computer data transmission lines and terminating those currently not in use. Furthermore, telecommunications is investigating a more efficient paging system.

"We use the best vendors, and our rates are lower than those of many institutions," says Sullivan. "However, keeping costs low and systems efficient requires constant research and monitoring. The cooperation of all employees will help alleviate some of the work—and the costs—involved."

Using tie lines can produce big savings

Calls placed to local medical and educational institutions using the tie lines listed below do not incur any calling changes to the hospital. Employees are encouraged to use tie lines whenever possible.

Brigham and Women's Hospital	134 + 4-digit extension
Beth Israel Hospital	125 + 4-digit extension
Children's Hospital	121 + 4-digit extension
Harvard University	122 + 5-digit extension
Harvard University Primate Center	129 + 3-digit extension
Lahey Clinic	130 + 4-digit extension
Massachusetts General Hospital	126 + 4-digit extension
Massachusetts Institute of Technology	128 + 5-digit extension
Massachusetts Mental Health	120 + 3-digit extension
New England Baptist Hospital	131 + 4-digit extension

Deaconess in the news

Deaconess people in the news in the past few months include:

• **George Blackburn, M.D.,** director of the center for nutritional research, discussed current nutrition guidelines on several Cable News Network programs, including "CNN Nutrition News."

• **Lawrence Friedman, M.D.,** internal medicine, discussed alcohol abuse among teenagers on the "CBS Evening News."

• **Jerome Groopman, M.D.,** chief of hematology/oncology, was interviewed by WBZ-TV (Ch. 4), the "CBS Evening News," the *Washington Post,* and the *New York Times* regarding research findings that new mutant strains of the AIDS virus may be resistant to AZT therapy.

• **Judith Miller, R.N.,** senior vice president for Nursing, was featured as one of *Boston Woman* magazine's 100 interesting Boston women for 1989.

• **Anthony Monaco, M.D.,** section chief, organ transplantation, was quoted in the *Boston Globe* regarding ethical and financial issues surrounding organ donation.

• **Richard Nesto, M.D.,** cardiologist, discussed the role of personality as a risk factor in coronary heart disease on WBZ-TV's "Live on 4" news program.

• **Marie Turner, R.N.,** Farr 11 staff nurse, was featured in *Boston Magazine*'s article on "The New Nurses."

Patient Registration areas make important "first impression"

"For many Deaconess patients, their first contact with the hospital is through the various Patient Registration areas. It's very important that this experience is a good one because it really sets the tone for a patient's hospital stay or for an ongoing outpatient relationship," says Noreen Hurley, director of Patient Registration.

Greeting and directing patients is an intrinsic part of the job for all employees who work in these areas—which include the Farr lobby information desk, inpatient admitting, and outpatient registration. Further, Patient Registration employees must have a good understanding of the hospital system. "The diversity of questions that employees are asked is tremendous—everything from 'where is physical therapy?' to 'how and when do I find out the results of my blood test?' " says Hurley.

In addition to greeting and directing patients, each patient registration area has its own specific function. Employees and volunteers who staff the information desk spend a great deal of time answering phone calls and providing information regarding patient conditions, room numbers, and other inquiries. Because of its central location, this area can be extremely busy.

Inpatient admitting employees make reservations, gather insurance and financial information, allocate beds, and in general, make sure that all the necessary admitting requirements are met. "The job can be very demanding because employees must meet the needs of a variety of players: the patient, the doctor, the hospital, and the insurance company," says Hurley.

While there have been increased demands on all the patient registration areas, the most growth and change can be seen in outpatient registration. It is estimated that all of the outpatient registration areas—which are located on Deaconess 1, Harris Hall ground floor, LMOB, and at radiation therapy in the Meissner Building—handle between 350 and 400 outpatients per day.

This change is due to an increase in both the volume and intensity of procedures now performed on an outpatient basis. "Many outpatients are under a great deal of stress, so it is very important for us to be friendly and pleasant," says Paul Fordham, supervisor of outpatient registration.

Typical responsibilities of outpatient registration employees include gathering demographic, insurance, and billing information and entering the information into the computerized billing system. The job may also involve quite a bit of detective work. A patient may not remember the name of his or her insurance company or the doctor who is scheduled to perform a particular procedure.

"The staff must obtain the correct information in a relatively short period of time, which is not always easy when a patient is more concerned about the results of a test than about signing a form three times," says Fordham. "Although there is a lot of paperwork, personality is a key part of the job."

Melissa Mason and Steve Twelves are part of the outpatient registration team in the new LMOB radiology/laboratory suite.

The expansion of the outpatient registration areas is expected to continue. The newly renovated LMOB laboratory suite allows for a larger physical space to accommodate a greater volume of patients, and soon radiology patients also will be treated in that area. Further, plans are in the works for a new pre-admission testing clinic on Deaconess 1. Patient Registration will provide the clerical support for this area, which will have chest x-ray capabilities, an EKG lab, exam rooms, and space for routine tests.

"The new preadmission clinic's central location will better accommodate the diverse testing needs of our patients," says Hurley.

Got a good idea?

"No matter how many times we ask our employees for cost-cutting ideas, they never seem to run out of them," says David Lilley, senior vice president for Operations. As chair of the Operations Resource Utilization Review Committee, Lilley is looking for any suggestions employees may have for ways the hospital can cut costs or increase revenue.

"Employees at all levels and in all departments should send us their ideas about any area of the hospital. After an initial feasibility review, ideas will be assigned to a committee member, who will investigate their practicality and the savings that would result," Lilley says. "The process of review can take a while, but we have put numerous suggestions into practice."

Some ideas that have been implemented include planting more perennial than annual flowers on the hospital grounds, which saved $15,000 last year; purchasing the leased telephones at 99 Brookline Avenue, which will save $126,000 in annual rental charges; and providing blood drawing services for physicians at One Brookline Place, which will produce net revenue for the hospital. "Even suggestions that won't save such large amounts of money should be submitted. If they can be implemented, they will make a contribution," says Lilley.

Suggestions to the Operations Resource Utilization Review Committee should be sent to David Lilley, Farr 1. Employees are encouraged to include their name, department, and phone number.

June teleconferences

The following teleconferences, open to all hospital employees, will be held during June:

Coding 1: ICD-9-CM
- Issues regarding the use of the ICD-9-CM codes will be discussed. Codes for new terms and techniques will be identified, and specific coding questions, answered. **June 8, 1-3 p.m., Joslin Auditorium,** sponsored by the American Hospital Association.

Psychiatric emergencies
- When is an emergency *really* an emergency? Designed for psychiatrists, psychologists, neurologists, internists, and other physicians, nurses, and health care providers interested in acute psychiatric care. **June 9, 1-2 p.m., Kennedy Hall G2A,** sponsored by Hospital Satellite Network.

The cost of resident physician work hour regulations
- Focuses on the impact of laws restricting resident work hours. **June 16, 2 p.m., Kennedy Hall G2A,** sponsored by Hospital Satellite Network.

The disabled patient with a cardiac history
- Rehabilitation of patients with complicated histories—including stroke, amputation, cardiovascular surgery, myocardial infarction, and pacemaker implantation—presents several patient care management challenges. Designed to help nurses assess cardiac patients. **June 14, 3-5 p.m., Joslin Auditorium,** sponsored by American Rehabilitation Educational Network.

Exercise and strengthening
- Focuses on exercise prescriptions for both hospital clinics and health clubs. Will begin with a review of the anatomy of the pelvic region, utilizing cadaver dissection. **June 20, 3-5 p.m., Joslin Auditorium,** sponsored by American Rehabilitation Educational Network.

Nursing financial management
- How do business plans, budgets, and managing the bottom line relate to staffing and the provision of care within the hospital? Designed for nurse managers. **June 22, 1-3 p.m., Joslin Auditorium,** sponsored by the American Hospital Association.

For more information on these and other teleconferences, call Media Services (2-8125).

On December 14, 1988, my husband, Jim Taylor, was admitted to your hospital for a heart valve replacement, which was performed on December 15.

This letter is to express our appreciation and gratitude to everyone with whom Jim and I had contact while he was a patient. We have, of course, already thanked Dr. Karlson who performed the surgery, but would like to do so again here. Doctor, quite apart from your skill, your clear explanations and sensitivity really helped us.

Our thanks also to the nurses on the eighth, sixth, and third floors. Thank you all for your care, understanding, and kindness. The Surgical Liaison Nurse system is just wonderful. Lorna, thank you and the other members of the team. The consideration shown to me and members of our family was truly great. Not once did we feel "lost" or "in the way." You really helped us through a very difficult time.

There are so many others who should be thanked for the part they played in the success of my husband's operation and for the care he received after. While we don't know the names, they have the gratitude of myself and our family.

Our thanks to everyone.

Sincerely
Catherine V. Taylor
Marstons Mills, Massachusetts

MacLure *(continued from page 1)*

I've often said that I have the best job in Boston, and there are a number of reasons for that. I think the Deaconess is the best hospital in the city. Because of our size and our specialization, we can adapt to change and initiate new programs more quickly than larger institutions. My job has certainly been a challenging one, as we've dealt with the big changes I mentioned and started on the new building program that will take the hospital into the future. But in the end it comes down—as so many things do—to the people. And Deaconess people are wonderful.

My successor is going to have the challenge and the fun of building the new Deaconess Hospital. We haven't broken ground yet, but I feel that the foundation already is in place. That foundation is our people—the doctors and nurses, dietitians and technicians, maintenance workers, therapists, administrators, everyone. We have an excellent record and excellent leadership. We're ready for whatever the future brings.

Illegal parking is risky business

Lately, there has been an increase in cars parked illegally along Pilgrim Road and Autumn Street during weekends, evenings, and holidays. Many of these cars belong to employees, and several have stickers for the Pilgrim Road Garage. Both streets are fire lanes, and in the event of a fire, the illegally parked cars would prevent fire apparatus from reaching hospital buildings.

Therefore, the City of Boston will be issuing $50 tickets and towing vehicles parked on these streets effective immediately. Employees without garage stickers are reminded that they can receive discount parking in the Pilgrim Garage during evenings, weekends, and holidays by showing their I.D. badges.

Volunteer Services seeks students for summer

Volunteer Services is looking for students aged 14 and older to volunteer during the summer months in such areas as Admitting, book and craft carts, Gift Shop, Patient Transport, and Physical Therapy. Volunteering is an excellent opportunity for students to learn about careers in health care while helping others. Student volunteers will receive orientation, as well as a free meal and parking during their shifts. For more information, call Phyllis Wasserman (2-8044).

Massachusetts Lieutenant Governor Evelyn Murphy received a reproduction of the Kennedy Hall lobby mosaic in appreciation of her keynote address during Nurse Recognition Week in May.

Don't miss Night at the Pops

The Deaconess Night at the Pops, sponsored by the Friends of the Deaconess, will be held on Wednesday evening, July 12. For information about ticket prices and reservations, call the Volunteers/Friends Office (2-8044).

News from the Parking Office

Starting in July, MBTA pass prices will rise due to an increase in MBTA fares. The changes are as follows: Type A/local bus pass will cost Deaconess employees $11.70, with a weekly deduction of $2.93; Type B/subway pass will cost employees $17.55, with a weekly deduction of $4.39; Type C/combo pass will cost $26, with a weekly deduction of $6.50; and Types D, E, and F/combo plus will cost $31.20, with a weekly deduction of $7.80. Changes in weekly payroll deduction will begin in June. For more information, call the Parking Office (2-8028).

For the information of employees who commute via I-93, Route 1 North, or the Central Artery, brochures regarding the Central Artery North Area Project are available in the Parking Office on Baker 1.

Credit union offers lube with loan

For a limited time the Alpha Credit Union is offering a free Jiffy Lube with every auto loan. Be sure to take advantage of this great deal, in addition to the credit union's low rates. For more information, call the Alpha Credit Union (2-8164).

Meet the minds behind behavioral medicine

The section on behavioral medicine will hold open houses on Friday, June 2, from noon to 1 p.m. and from 3:30 to 4:30 p.m. in Suite 1A, Lowry Medical Office Building. Staff members will present a brief overview of the various programs followed by a question and answer session. Refreshments will be served. For more information, visit the behavioral medicine table in the cafeteria on Thursday, June 1, between 11:30 a.m. and 1:30 p.m., or call behavioral medicine (2-9530).

Make a deposit at the blood bank

During the summer months, the supply of donor blood tends to be very low, so it is important that individuals donate to help meet the continual need. Departmental blood drives for June include **Farr 7**—June 1-9; **Farr 6/ICU**—June 11-18; **Farr 5/Central Supply, O.R.**—June 18-24; and **Farr 4/O.R., P.A.C.U.**—June 25-30. Night shift employees may donate by appointment. To schedule an appointment or for more information, call the Blood Donor Room (2-9085).

Security tip for June

As the days grow warmer, the number of petty crimes in the area increases. When leaving an office or car, be sure the windows are closed and the doors locked. Take extra care to secure all valuables, and remind patients and visitors to do the same. If you notice a suspicious person or occurrence in your area, immediately contact Security (2-9111). Help keep the hospital safe and secure!

Gallon donors honored

The annual Gallon Donor Party was held on May 4 to honor those who have donated a gallon or more at the Deaconess blood bank. Among those recognized were the following donors of five or more gallons: **Lois Mangan** and **Earle Rosenberg, D.M.D.**—five gallons; **Dennis Bailey** and **Joseph Giglio**—six gallons; **Dennis Monty**—seven gallons; **Paul J. O'Connor**—eight gallons; and **Robert M. Kitchen**—nine gallons. Congratulations to all those who make an important contribution to patient care by donating regularly.

Nutrition Coordinating Center offers weight-loss programs

The Nutrition Coordinating Center is looking for participants in two weight-loss programs. Female Longwood Medical area employees, aged 20 to 60, are sought for a 21-week program, while men and women, aged 20 to 50, are needed for a 27-month program. Both programs are medically supervised and involve nutrition counseling and behavior modification. Participants must be at least 50 pounds overweight with no major medical problems. Interested individuals should contact Anne Pappas (2-9295).

Wolfort helps medical effort in Afghanistan

Francis Wolfort, M.D., chief of plastic surgery, was one of several Boston-area physicians who brought their expertise to victims of the fighting in Afghanistan earlier this year. Members of the organization "Doctors for Afghanistan" spent three weeks on the Afghan/Pakistan border, caring for patients in local hospitals and refugee camps.

"We saw many people with injuries to hands, feet, and faces—especially children," Wolfort says. "Practicing medicine there was like practicing in the 1920s. There is very little modern equipment, very poor lighting in the ORs. At first, we did not have important pieces of equipment, such as a dermatome which is used to make skin grafts for burn treatment. Fortunately we were able to acquire these items from some generous American and Swiss companies, who provided anything we asked for."

Several patients cared for by the American physicians have been brought to this country for specialized care, and Wolfort plans a return visit late in the year.

"I was very impressed by the Afghan people; they are very noble. Most of the hospitals don't have enough nurses, and family members stayed right by the bedsides of patients to care for them after surgery. They were very grateful to have our support and really look up to American doctors. It was a great experience."

Francis Wolfort, M.D., chief of plastic surgery, examines a hand injury during his visit to Afghanistan.

News in brief *(continued from page 8)*

Amin Nanji, M.D., chief of clinical chemistry, was appointed associate professor of Pathology at Harvard Medical School.

Richard Nesto, M.D., cardiology, published two papers in the *American Journal of Cardiology* and co-authored an abstract presented to the American College of Cardiology on the effects of treatments for silent ischemia. He also presented a paper at an international congress on calcium channel blockers in Vancouver.

Carl O'Hara, M.D., pathologist, was appointed assistant professor of Pathology at Harvard Medical School.

Carolyn Schwartz, M.A.; Ursula Brandt, Ph.D.; Leo Stolbach, M.D.; and **Lawren Daltroy, Ph.D.,** all of behavioral medicine, presented a poster entitled "A Psychometric Analysis of the Mental Adjustment to Cancer Scale" to the Society of Behavioral Medicine. Also at the society's meeting, **Ann Webster, Ph.D.; Stolbach;** and **Richard Friedman, Ph.D.,** presented a poster entitled "Personality Characteristics do not Identify Patients at Risk for Developing Anticipatory Nausea and Vomiting Due to Chemotherapy."

Paul Sesin, Pharm.D., clinical coordinator of pharmacy services, spoke on "Implementation of Drug Focusing Programs" at the Greater New England Infectious Disease Forum.

Eileen Stuart, R.N., M.S.; John Deckro, R.N., M.S.; and **Carol Wells, R.N., M.Ed.,** all of behavioral medicine, spoke to the Massachusetts Consumer Health Educators Association on "The Use of the Relaxation Response for Self-Health."

Special notice regarding summertime "Pulsebeats" submissions

Public Relations will be issuing a combined July/August issue of *Pulse* to cover activities in the summer months. "Pulsebeats" notices of any events occurring in July or August should be submitted to Public Relations, Harris Hall 2, by **June 14,** the issue deadline. Questions should be addressed to Public Relations (2-8046).

Behavioral medicine offers programs for diabetes and cancer therapy patients

The section on behavioral medicine is accepting participants in two programs. The Behavioral Medicine Program for Diabetes, in cooperation with the Joslin Diabetes Center, integrates medical and behavioral treatment for Type I and Type II diabetes. The program is offered in group settings of 10-15 participants and meets weekly for 10 two-hour sessions. For more information, call behavioral medicine (2-9527).

The Relaxation Program for Chemotherapy and Radiation Patients is an ongoing program designed to supplement traditional medical management of the stress and side-effects of cancer therapy. Participants may attend one two-hour session at any point before or during the course of their treatment. For more information, contact Ann Webster (2-9529).

Simmons and Harvard collaborate on nursing program

Simmons College and the Harvard School of Public Health have developed a dual-degree master's program in parent/child nursing. The two-year program is designed to provide nurses with the advanced education and leadership skills necessary for meeting the projected health needs of parents and children in the 1990's. Applications currently are being accepted. For more information, contact Maria Bueche, program director, or Patricia Edwards, program coordinator (738-3122).

Women needed for osteoporosis study

Researchers at the Brigham and Women's Hospital are looking for women, aged 40 and older, to participate in a study examining the effectiveness of Calcitonin nasal spray in the prevention of bone loss. Participants must be postmenopausal within five years. For more information call Meryl LeBoff or Kate Curtis (732-5669).

Jane A. Beaulieu, R.N., M.S., nursing staff development instructor, authored a chapter entitled "Nursing Diagnoses Co-occurring in Adults with Insulin-dependent Diabetes Mellitus" in the *Classification of Nursing Diagnoses: Proceedings of the Eighth Conference.* She also spoke at Boston College Graduate School of Nursing on writing for publication.

Several Deaconess staff members participated at the annual meeting of the Massachusetts Association for Medical Technology. **Joanne Casella, M.S.,** manager, Pathology, chaired the management program committee; **William Cusack, M.T. (ASCP), S.B.B.,** medical technologist, blood bank, co-chaired the immunohematology program committee; and **Marcia Stowell, M.S.,** program director, school of medical technology, co-chaired the chemistry program committee. The following gave seminars: **Amin Nanji, M.D.,** director of clinical chemistry, on decentralized laboratory testing; **Walter Dzik, M.D.,** director, blood bank, on intraperative blood salvage; **Sandra Smith, M.T. (ASCP),** hematology technologist, on laboratory safety; **Arlene Chaplin, M.T. (ASCP), S.H.,** hematology supervisor, on the role of the laboratory in hospital quality assurance; and **Kathleen F. Gordon, R.N., M.S.,** manager, employee loss prevention, on OSHA enforcement for occupational exposure to HBV and HIV.

Peter Cataldo, R.Ph., assistant manager, pharmacy, and **Liz Conklin, R.Ph.,** staff pharmacist, presented posters on rational drug therapy to the Massachusetts Society of Hospital Pharmacists.

Patricia Conway, R.N., transplant clinician, lectured on kidney transplantation at the East Providence Kidney Center.

Jeffrey Dover, M.D., chief of dermatology was appointed to the advisory board of the Harvard Medical Laser Center. He also spoke to the Society for Podiatric Laser Surgery in Washington, D.C.

Greg Dumas, R.Ph., staff pharmacist, spoke to the Sanford-Springvale Rotary Club in Maine on "The Pharmacist's Role in the AIDS Clinical Trial Group at the Deaconess."

Walter Dzik, M.D., medical director, blood bank, lectured on "The Significance of a Red Cell Antibody," presented an abstract entitled "Counting Very Low Numbers of Leukocytes in Platelet Suspensions," and presented a case study at the annual meeting of the Massachusetts Association of Blood Banks. Also representing the Deaconess Blood Bank were **Christopher Cardillo, M.T. (ASCP),** medical technologist, who lectured on "Cholesterol Removal by Column Immunoabsorption"; **Jan Ronfeld,** donor recruiter, who moderated the sessions on donor recruitment; **William Cusack, M.T. (ASCP), S.B.B.,** medical technologist, who presented an abstract entitled "Leukodepletion by Filtration Prior to Storage of Apheresis Platelets"; **Carol Stocks** and **Mary Gacek,** S.B.B. students, who presented case studies; and **Pamela Doty, M.T. (ASCP),** medical technologist, who was the meeting's exhibits coordinator.

F. Henry Ellis Jr., M.D., chief of thoracic and cardiovascular surgery, was visiting professor at Georgetown University Hospital where he spoke on cancer of the esophagus and cardia. He recently presented a paper entitled "Surgery for Complex Benign Esophageal Disease" to the American Association for Thoracic Surgery. In addition, he participated as an examiner during the American Board of Thoracic Surgery oral exams.

Paula Hayes, R.N., E.T., and **Donna Quinn, R.N., B.S.N., E.T.,** ostomy clinicians, spoke to the Boston Visiting Nurses Home Health Aides on the care of colostomy patients.

Olivia Hoblitzelle, M.A., associate director of the Mind/Body Clinical Programs, behavioral medicine, led two workshops at a conference on self-esteem in women at Pine Manor Junior College.

Jim Huddleston, M.S., P.T., physical therapist; **Michael Drew, M.D.,** acting chief, orthopedics; **Steven Goldring, M.D.,** chief of rheumatology; and **Lee Simon, M.D.,** rheumatology, spoke to the American College of Occupational Medicine as members of a panel on managing arthritis.

Barbara S. Kellman, Esq., assistant in-house counsel, was elected to the board of directors of the Women's Bar Association.

Cindy Medich, R.N., M.S., behavioral medicine, spoke on the the relaxation response and how to use the power of the mind to take control of one's wellbeing at the 1989 Women's Health Conference in Worcester.

Daniel Miller, M.D., chief of otolaryngology, was appointed to the Committee on Publications of the Massachusetts Medical Society.

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Deaconess Hospital

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